GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

STARRED QUESTION NO:544
ANSWERED ON:14.05.2007
STRENGTHENING OF CONSUMER RIGHTS PROTECTION SYSTEM
Chaudhary Shri Pankaj

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government proposes to further strengthen the system of consumer rights protection; and

(b) if so, the details thereof?

Answer

MINISTER OF AGRICULTURE AND MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI SHARAD PAWAR)

(a) & (b): A Statement is laid on the table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) & (b) OF LOK SABHA STARRED QUESTION NO. 544 FOR 14/05/2007 REGARDING STRENGTHENING OF CONSUMER RIGHTS PROTECTION SYSTEM.

(a) : Yes Sir.

(b) : (i) The scheme of "Computerization and Computer Networking of Consumer Fora in the country" (CONFONET) is under implementation, according to which all the three tier consumer disputes redressal agencies, namely the District Fora, State Commissions and the National Commission would be fully computerized. Furthermore, they would also be interconnected. This would enable them to access information leading to quicker disposal.

(ii) A scheme of 'Integrated Project on Consumer Protection' is implemented to provide financial support to supplement the efforts of the State Governments in order to strengthen the infrastructure of consumer fora so that a minimum level of facilities are made available to each consumer forum in the states for their effective functioning.

(iii) The Government has increased the number of Members in the National Consumer Disputes Redressal Commission (NCDRC) to enable constituting additional Benches for speedy disposal of cases.